



# Provider Bulletin

MARCH 17, 2020



*Recommendations as of March 16, 2020 1:00pm PST*

*Prepared by the Healthy San Diego Health Education and Cultural and Linguistics Workgroup*

In partnership with the County of San Diego Health and Human Services Agency, collaborating Managed Care Plans have prepared the following set of recommendations.

## **Patient Messaging:**

- Patients should be advised to stay home if they are ill, call their provider, and NOT go to a clinic, Urgent Care, or Emergency Department for testing unless they were advised to do so by their provider.
- Practice "social distancing" allowing at least 6 feet of space between others.
- Distribute the attached patient education materials at your discretion. Additional resources that are patient friendly are found at [https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/community\\_epidemiology/dc/2019-nCoV/materials.html](https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/community_epidemiology/dc/2019-nCoV/materials.html)
- The County Public Health Officer has ordered individuals to avoid gatherings of 250 or more. Those over age 65 should not attend groupings with 10 or more in attendance.

## **Testing:**

- Quest and LabCorp are now testing specimens without prior approval by public health.
- San Diego County Public Health Lab (SDCPHL) will continue to test high acuity cases or those in high risk settings.
- Please see the [San Diego California Health Advisory Network](#) for testing and infection control and prevention guidance.

**Optum's Emotional Support Help Line** is available to support anyone who may be experiencing anxiety or stress following the recent developments around COVID-19. The free service can be reached at (866) 342-6892 24 hours a day, seven days a week and is open to all. In addition emotional-support resources and information are available online at [www.liveandworkwell.com](http://www.liveandworkwell.com)

Follow the **Centers for Disease Control and Prevention** for national updates. Local updates can be found at:

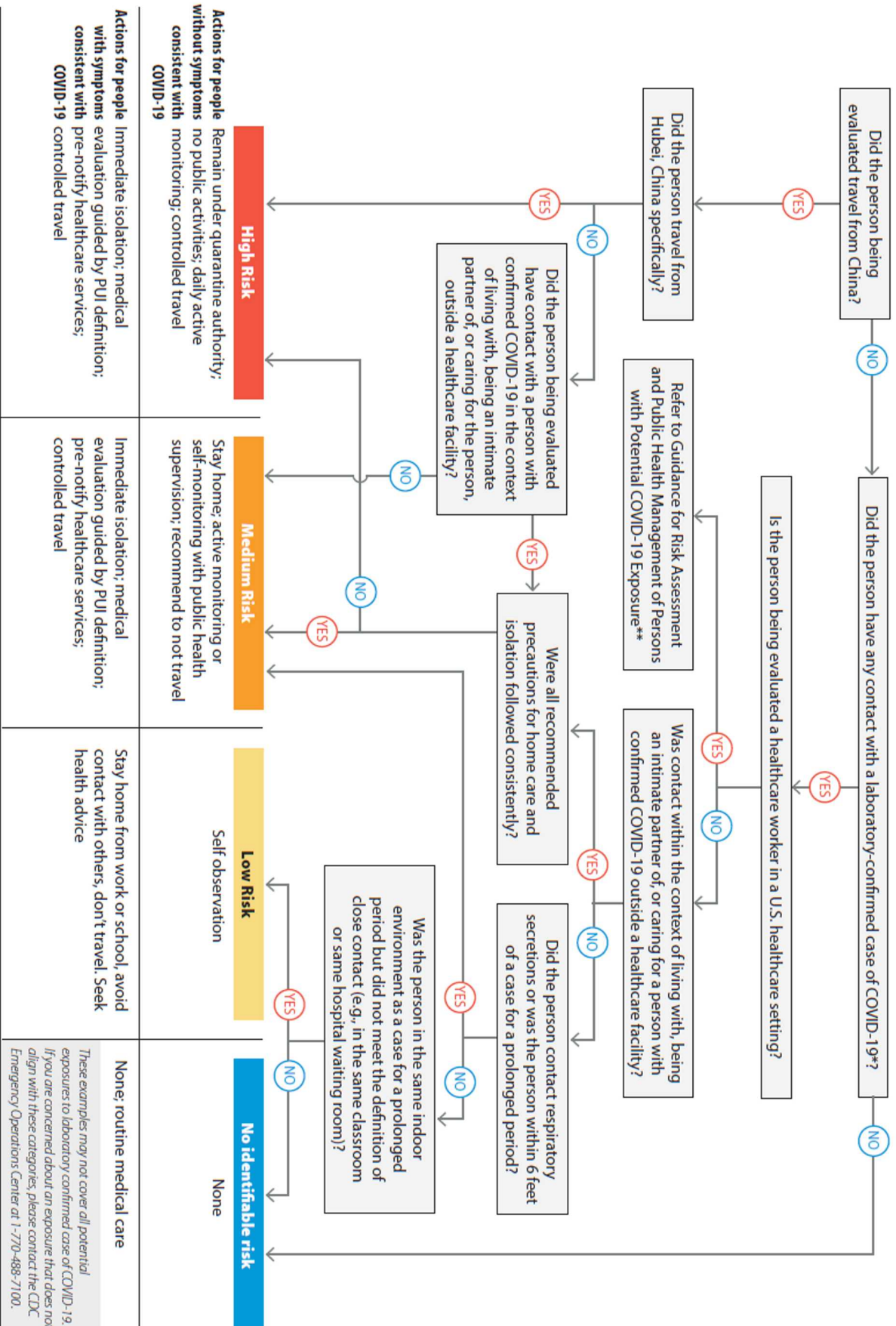
[https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/community\\_epidemiology/dc/2019-nCoV.html](https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/community_epidemiology/dc/2019-nCoV.html)



# Coronavirus Disease 2019 (COVID-19) Risk Assessment and Public Health Management Decision Making *Each question refers to within the past 14 days*



U.S. Department of  
Health and Human Services  
Centers for Disease  
Control and Prevention







# FACTS ABOUT COVID-19



## What is the COVID-19?

COVID-19 is a respiratory disease caused by a virus called the coronavirus. The number of cases are growing across the United States and worldwide and is now declared a pandemic.

## How does COVID-19 spread?

- The virus that causes COVID-19 may have come from an animal source, but is now spreading from person to person.
- The virus is thought to spread mainly from person to person who are in close contact (within about 6 feet).
- It is spread through droplets when a sick person coughs or sneezes. A person can also get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or their eyes, but this is not thought to be the main way the virus spreads.
- Learn what is known about the spread of the new coronavirus at <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>.

## Is there a vaccine?

There is currently no vaccine to protect against COVID-19. The best way to prevent infection is to take everyday preventive actions, like avoiding close contact with people who are sick, washing your hands often, and staying home when ill.

## What should I do if I recently traveled from an area with ongoing spread of COVID-19?

- If you have traveled from an affected area you should stay home for up to 2 weeks. If you have symptoms during that period (fever, cough, trouble breathing), seek advice from your Doctor.
- Call your Doctor's office before you go and tell them about your travel and your symptoms. They will give you advice on how to get care without exposing other people to your illness.
- While sick, avoid contact with people, don't go out and delay any travel to reduce the possibility of spreading illness to others.

## Is there a treatment?

There is no specific antiviral treatment for COVID-19. People with COVID-19 can seek medical care to help relieve symptoms.

For the most current information, visit:  
[www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)

Sent on Behalf of the Healthy San Diego  
Health Education and Cultural and Linguistics Workgroup





# What You Need to Know About COVID-19

*The coronavirus disease 2019 (COVID-19) is a new illness. Many details about this disease are still unknown such as treatment options. We are still learning more, but you can take actions now to help you and your loved ones to prevent the spread of this disease.*



## What are the symptoms?

The symptoms of the coronavirus include mild to severe respiratory symptoms. Symptoms include fever, cough, and/or shortness of breath. People are most contagious when sickest and some reports show that it may also be contagious before a person begins showing symptoms.

## What else can cause these symptoms?

Influenza (the flu), a respiratory illness caused by the influenza viruses (Type A and Type B) and can be spread to others, is very active in the United States at this time. All persons ages six months and older should get a flu vaccine.

## If you are sick, to keep from spreading respiratory illness to others, you should

- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

## I may have symptoms. What do I do?

If you have been exposed or begin showing symptoms of the virus or flu, contact your health care provider or 211. **Do NOT call the health department**

Protect yourself and your community. We all have a role to play helping our communities and families stop the spread of the coronavirus.

### Follow these tips to prevent infection.

- ☐ Wash your hands completely and often. Use soap and water for at least 20 seconds.
- ☐ Use an alcohol-based hand sanitizing rub (must have at least 60% alcohol).
- ☐ Cover your mouth when you cough or sneeze by coughing/sneezing into your elbow
- ☐ Immediately dispose of tissues in a trash can after use
- ☐ Clean public surfaces thoroughly.
- ☐ Stay home when you are sick.
- ☐ Avoid shaking hands.
- ☐ Avoid close contact with people who are sick.
- ☐ Get a flu shot.
- ☐ **Practice "Social Distancing" – stay 6 feet away from others**
- ☐ The County Public Health Officer has ordered people avoid gatherings of 50 or more for 8 weeks.
- ☐ If you are over 65 years of age – stay home and away from others.

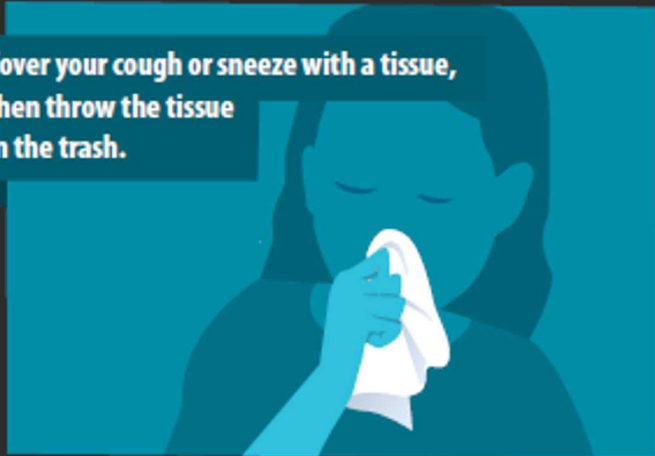
# STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

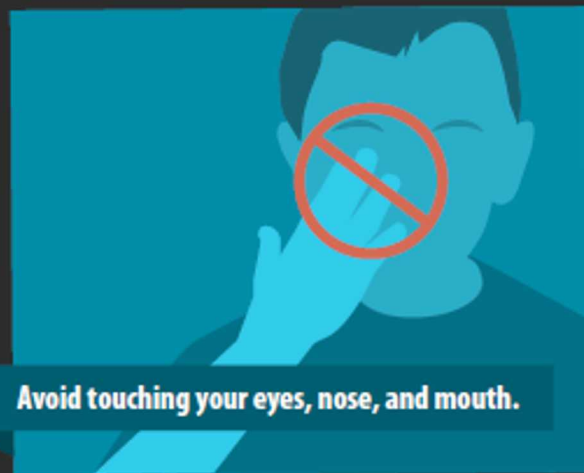
Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue,  
then throw the tissue  
in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently  
touched objects and surfaces.



Stay home when you are sick,  
except to get medical care.



Wash your hands often with soap  
and water for at least 20 seconds.





# DETENGA LA PROPAGACIÓN DE LOS MICROBIOS

**Ayude a prevenir la propagación de virus respiratorios como el nuevo COVID-19.**

**Evite el contacto cercano con las personas enfermas.**



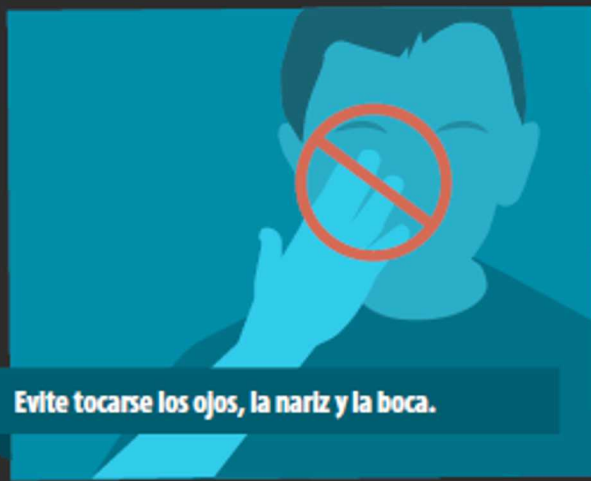
**Cúbrase la nariz y la boca con un pañuelo desechable al toser o estornudar y luego bótelos a la basura.**



**Limpie y desinfecte los objetos y las superficies que se tocan frecuentemente.**



**Evite tocarse los ojos, la nariz y la boca.**



**Quédese en casa si está enfermo, excepto para buscar atención médica.**



**Lávese las manos frecuentemente con agua y jabón por al menos 20 segundos.**



Para obtener más información: [www.cdc.gov/COVID19-es](http://www.cdc.gov/COVID19-es)

# 阻止病毒传播

帮助预防呼吸道病毒如 COVID-19 的传播。

避免与患病的人近距离接触。



咳嗽和打喷嚏时，用纸巾遮住口鼻，然后将纸巾扔进封闭的垃圾箱。



避免触碰自己的眼睛、鼻子和嘴巴。



对频繁接触的物体和表面进行清洁和消毒。



生病时请留在家中，除非要接受医疗救治。



经常用肥皂和水洗手，每次至少 20 秒钟。



详细信息请参见：[www.cdc.gov/COVID19-ch](http://www.cdc.gov/COVID19-ch)

# NGĂN CHẶN SỰ LÂY LAN CỦA VI KHUẨN

Giúp ngăn ngừa sự lây lan của các bệnh về đường hô hấp như COVID-19

Tránh tiếp xúc gần với người bị bệnh



Che miệng khi ho hoặc hắt hơi bằng khăn giấy, sau đó cho khăn giấy vào thùng rác.



Tránh chạm vào mắt, mũi, hay miệng của bạn.



Vệ sinh và khử trùng các vật và bề mặt thường xuyên chạm vào.



Nghỉ ở nhà khi bị ốm, trừ khi cần phải tìm đến chăm sóc y tế.



Rửa tay thường xuyên bằng nước và xà phòng trong ít nhất 20 giây.



Để biết thêm thông tin, hãy truy cập: [www.cdc.gov/COVID19](https://www.cdc.gov/COVID19)



# COVID-19

Protect yourself  
and loved ones

Help prevent the spread of respiratory diseases like COVID-19

## + WASH YOUR HANDS

Wash your hands with soap and warm water regularly.



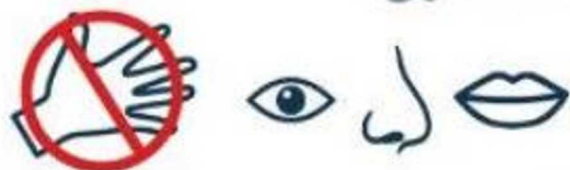
## + COVER A COUGH OR SNEEZE

Cover your cough or sneeze with your sleeve, or tissue. Dispose of tissue and wash your hands afterward.



## + DON'T TOUCH

Avoid touching eyes, nose or mouth, especially with unwashed hands.



## + KEEP YOUR DISTANCE

Avoid close contact with people who are sick.



## + STAY HOME

If you experience respiratory symptoms like a cough or fever, stay home.



## + GET HELP

If you experience symptoms of COVID-19 (cough, fever, shortness of breath), call your health care provider



### MORE INFORMATION

Follow the California Department of Public Health:  
@capublichealth and [www.cdph.ca.gov/covid19](http://www.cdph.ca.gov/covid19)

